



Thanks for joining early!
We will get started right on time.

While we wait to start.....

Who's here?
Write your name **AND** one thing you are looking forward to upon WIC's re-opening.

Type it in the Questions box.

To protect and improve the health and environment of all Kansans

Before We Begin

We will send you the recording & resources.
(No CPEUs for this webinar)

Submit your questions anytime. We'll do Q&A at the end.

Please complete the survey upon exiting the webinar!

To protect and improve the health and environment of all Kansans

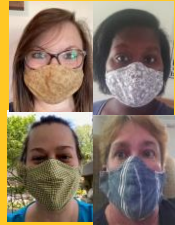
Download Handouts

Questions

Handouts: 1 of 5

To protect and improve the health and environment of all Kansans

Riley County Caseload: 2400



Separating Staff

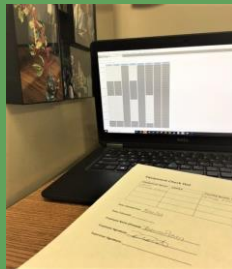
Six Feet
Social
Distancing



Reduced Work Schedule

Laptops for Staff

County policy has allowed work from home, reduced work schedule, and use of FFCRA Act for staff without childcare. Laptops have been indispensable.



Marketing

**WIC is Open
And Ready To Serve
Your Family!**

- *Office Hours M-TH 8:00 a.m. - 5:00 p.m.
- *Appointments being completed by phone/email
- *WIC food benefits added to eWIC cards remotely.
- *New applicants welcome!
- *Call 785-775-4779 ext. 7461 or
- *Scan QR Code to apply

***WIC serves income-eligible clients:**

- *Women: pregnant or recently had baby
- *Infants: up to 1 year
- *Children: ages 1 to 5

*Food benefits include \$40-\$45/month of home cook or WIC recipe, selected beef, cereal, fruits, vegetables, beans, infant formula & formula.

Home: Government | Department: Health Department | Services: WIC

Women, Infants, and Children (WIC) Nutrition Services

Apply for WIC

To apply for WIC, or for more information, call (785) 775-4779 Ext. 7461.

Or you may submit your information at the link below, and we will contact you to review your eligibility and schedule an appointment.

[File Application Form](#)

RILEY COUNTY WIC COVID-19 INFO

Riley County WIC Program to Continue Operating Remotely Through June.

Please stay healthy. Riley County WIC staff have been working all month.

Contact:

Jane Freyenberger
WIC Coordinator
Ph: 785-775-4779
Fax: 785-775-4779

Location:
Manhattan
Ph: 785-775-4779
Fax: 785-775-4779

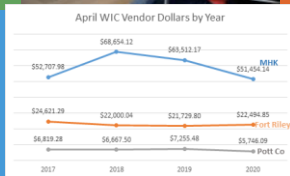
Hours:
Mon-Fri: 8 a.m. - 5 p.m.
Sat: 9 a.m. - 1 p.m.
Sun: Closed

Participation
Decreased
3% Mar to Apr



Effects on Participation & Spending

Spending
Decreased
2019 to 2020

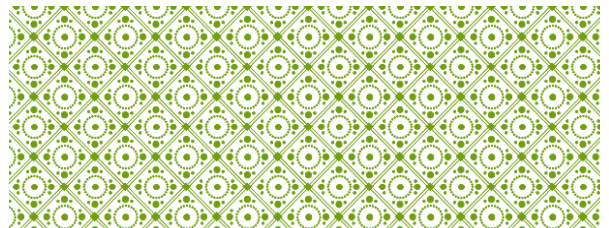


Planning Ahead



- Continue remote 2nd education
- Separate appointments in RD lines
- Continue electronic access of proofs
- Continue/expand reminder calls
- Consider county requirements
- PPE, spacing, cleaning

New Normal



HarveyCounty

HARVEY COUNTY
AVERAGE CASELOAD: 650

Presenter:
Meridith Gierhart

CURRENT REMOTE SERVICES – THROUGH JUNE

All NC & RC appointments are mailed the following:

- **Appointment Reminder**
- **"Welcome to Remote WIC" letter:** Used the shared Seward County template
- **Voter Declaration Form**
- **Rights and Responsibilities**
- **Note** explaining that the appointment will be conducted by phone
- Client takes a picture of proofs & signed documents and emails or texts to WIC clerk



CURRENT REMOTE SERVICES – THROUGH JUNE

All MC & RD appointments are mailed the following:

- **Appointment Reminder**
- **Note** explaining that the appointment will be conducted by phone



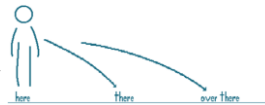
All NE+ appointments are mailed the following:

- **Appointment Reminder**
- **Do Your Education Online!**
- **Note** explaining that the appointment will be conducted by phone



REOPENING PLANS – STARTING IN JULY

- ❖ COVID-19 screening questions
- ❖ Stagger appointments
- ❖ Limit number of people at the appointment
- ❖ Longer appointment times
- ❖ Staff wear masks and wash hands before appointments / during, as needed
- ❖ Encourage clients to wear masks
- ❖ Limit or remove toys in rooms and sanitize between clients
- ❖ Sanitize equipment between clients: signature pads, measuring devices, etc.
- ❖ Limit topics discussed to keep appointments brief



OTHER REOPENING IDEAS

- ❖ Check-in and show proofs in person
- ❖ Obtain height/length, weight, hemoglobin in person
- ❖ Send client home
- ❖ Call client at a later time to complete remainder of appointment by phone
- ❖ This could be scheduled with two separate appointments:
 - 30 minutes in clinic to complete check-in and measurements
 - 30+ minutes, at a later time, to complete remainder of appointment





Wyandotte County WIC

Ashley Lause MS, RD, LD

Caseload: 5,200



Re-Opening Strategies

- Notify Clients of Appointment Guidelines**
 - Reminder Calls 1-2 days before appointment
- Start clinic at 50% on July 1st**
 - Decrease number of appointments for the first week.
- Clients Send Proofs to email address**
 - Give client a card telling them where to send Proofs
- Separate NE+ Appointments into Separate Column in Appointment Book**
 - Assigned RD will call these clients to do their appointment over the phone.
 - Give client a small handout explaining NE+ will be over the phone.



Rhea Daise WIC Coordinator

Sherman County Health Department
Caseload - 400 Participants

Sherman County Clinic

Traveling Clinic

Small Clinic

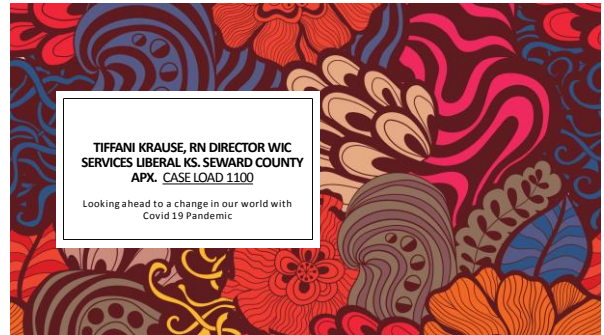
RD only certain days

Sherman County Clinic

Scheduling

Clinic Flow

Hygiene Practices



Safety first

1. Mask for both client and staff. Clients will be provided a disposable mask if they do not have a mask of their own. We have a few obstacles to overcome one of them is; are we going to be at our new building or still in our old building because both have different ways we would need to protect our staff and clients so this is still being determined how we should proceed. Plan is to have hanging plexiglass sneeze guards of some kind.
2. Covid-19 screening for all persons when coming into the building.
3. Sanitizing between clients giving enough time between clients to clean equipment as well as chairs and touchable counter tops, etc... Everyone will be responsible for cleaning their own area between clients. The restrooms are cleaned 3 times during the day and all other areas in WIC will be cleaned by Janitorial staff on their cleaning schedule.

Safety first

4. Our main objective for serving clients this way is to limit the exposure time in the clinic. The day before the appointment, the client is contacted by phone and explained to submit proofs by text message or email. This is being done now and will continue to be done. Once clients start submitting proofs we send a photo of the Voter Declaration form and Rights and Responsibilities and request that client sign them electronically and send them back. If clients are sending proofs by text message, the proofs are forwarded to our WIC email, printed, and then all texts and emails are deleted. All proofs are destroyed once the information is submitted into KWIC the day of the appointment. The client will then be called by clerks the day of the appointment, health interview and referrals are done, then the phone call is transferred to the RN or RD to complete the information and questions for the appointment. This is being done now and will continue and the client will not have to be in office except long enough to do the weights, measures and HGB. The RN or RD will ask if there are questions just as before, our hopes are most questions will already have been answered when client comes into the office. There will be more time on the phone but not as much exposure in the office.

KONZA PRAIRIE Community Health Center

Tracy Sabo, Program Coordinator

Caseload: 167 & increased during COVID (opened November 2019)

COVID WIC Services



In-person

- Curb side pick up
- Local pediatric office
- Clinic medical appointments
- Local hospital labor & delivery

Technology

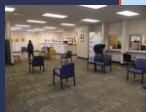
- Zoom
- Email
- Phone
- Facebook Messenger Rooms



Safety Procedures



- Removing toys
- Social distancing
- Alternating rooms
- All clients screened
- Hand sanitizer stations
- Separate entrance/exits
- All clients & staff wear masks
- Increased cleaning frequencies



Appointments

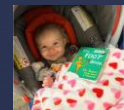


- Will not ask clients to return until waiver expires
- Will follow the allowable changes in nutrition education to protect clients & staff
- Sending proofs in before appointment



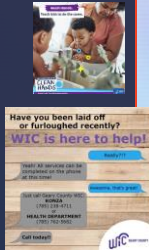
Considerations:

Can height, weight, iron, & paperwork be collected with a follow-up call to complete a certification?



Messaging

- Communicating
- Coordinating
- Collaborating



KONZA
PLANT
Community Health
Center

Concerns

- Change
- Confusing clients
- Protecting staff & clients
- Families with multiple children
- Quarantined family needing services
- Client not wanting to come to the clinic due to risk



KONZA
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Community Health
Center

Questions & Contact

Tracy Sabo
tsabo@kpchc.org



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Heather Peterson RDN, LD, CLC
WIC Coordinator
Reno & McPherson Counties

Reno Caseload: 1062 participating / 1247 enrolled
McPherson Caseload: 332 participating / 392 enrolled



June 1

- ◆ Plan to resume seeing new clients:
 - ◆ All newly pregnant women
 - ◆ Newly delivered women/infants
 - ◆ New children to program
- ◆ Next group:
 - ◆ 6-month old mid-certifications
 - ◆ 1-year old recertifications

Preparation

- ◆ Obtain masks
- ◆ Consistent messaging among healthcare entities
- ◆ Create new email flyer with guidelines
- ◆ Obtain necessary PPE for staff



Laura Grimmert RD, LD, WIC Coordinator of Johnson County
Laura.Grimmett@jocosov.org
 Caseload: Enrolled 4747 and Participating 4002

Staff safety

- ▶ Plexiglass for the WIC clerks
- ▶ Facemasks
- ▶ Safety glasses
- ▶ Thermometer??-checking with Health Dept. director
- ▶ Asking questions of clients prior to appt and on appt day
 - ▶ If you have traveled outside the KC metro area in the last 2 weeks please let us know
 - ▶ Have you have had contact with a person testing positive for Covid? When?
 - ▶ Do you have fever, shortness of breath, or other cold/flu like symptoms?

Proposed processes to limit numbers of clients in clinic

- ▶ Extend appointment times
- ▶ Have clients call when they get to the office
- ▶ Send email 7 days prior to appointment requesting proofs and WICed DQs, Voter Declaration, and Rights and Responsibilities
- ▶ Call client 1-2 days prior to appointment, as needed, to get proofs and DQs
- ▶ RDs will screen diet sheets prior to appt (usually day of)
- ▶ Client comes in for anthropometric and biochemical measures
- ▶ RDs make next appt and load benefits

RDs will call or use WIChealth.org for the low-risk secondary nutrition education appts and can determine whether or not they would like to see the HR appts and BFF appointments in person.

WIC-ed

- ▶ What is it?: Database that Cindy Sloan, our IT staff person, created
- ▶ Purpose: To reduce paper, keep client documents together and easily searchable, make things easier and more efficient for clients.
- ▶ WICed is composed of 3 parts: Diet Questionnaires with Voter Declaration and Rights and Responsibilities forms included, Special formula authorizations, and individual client messages.
- ▶ Free for other counties across the state to use. Requirements for support and maintenance:
 - ▶ SQL Server 2016, web server for the application, jQuery, and a support person would need to know ASP.net MVC and C#.



Thank you/Questions



To protect and improve the health and environment of all Kansans